

Frequently Asked Questions for the Educator

CTC Online

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Note: Please use the hyperlinks inserted above to access the related sections. Any new additions will be added to the bottom of each section to preserve the numbering.

Getting Started

1. These are a few things you need to know before you get started.

- The CTC Online system is not compatible with the Safari web browser. If you are using a Mac product such as an iPhone, you will need to download Mozilla Firefox or Google Chrome before using our system. Please see the Payments section for more information.

The CTC Online web site, including Online Services for both Agencies and Educators, is not currently compatible with the Safari web browser. Safari is installed by default on Mac OS X. In addition, CTC Online does not currently support the iPad and other iOS devices like the iPhone and iPod touch.

- Prior to completing an application, you must make an exception to allow popups for our website. Please see the Payments section for more information.
- Most, but not all credentials are renewable online. If you are unable to renew using the online services, please submit a paper application (41-REN) and fee to the Commission. Route the application to QC (Quality Control) in the upper right hand corner of the application form. This will allow us to process these applications quickly and avoid any additional delays. Please note, credentials must be within the last year of their validity to be renewable.

2. I received an email stating my profile had been changed but I did not change anything.

This email is sent to the educator whenever their name or their email address has been changed. If you have not changed any information please check your file to see if the information is still accurate or if you have a recommended application pending. An email address is often changed from a *personal* email to a work email or vice versa when a recommendation is submitted. If the information contained in your file is not accurate, please contact the Commission at credentials@ctc.ca.gov.

3. What is the Educator Page?

The Educator Page has been designed to be a one stop location for all your business transactions with CTC. Following are some of the functions available through the Educator Page:

- Create and/or modify your personal profile, including name changes
- View current and historical documents
- View the status of pending applications and type of document being requested
- Complete or return a recommendation
- Renew a document
- Apply for a new document (all other credentials that do not require a recommendation)

4. How to Login to the Educator Page

From CTC main webpage at www.ctc.ca.gov, click on

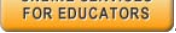


to get to the login page.

- Enter social security number and date of birth,
- Educator page will display
 - verify your profile information (name, and contact information),
 - email address required

- click the **Next** button
- documents, recommend, renewals and web (direct) details will display

5. How can I change my name or update my contact information?

From CTC main webpage at www.ctc.ca.gov, click on . On the next page, click



to get to the login page.

- Enter social security number and date of birth,
- Educator page will display

The educator page is where edits to your profile can be made (name, email, phone numbers, and address). **Once the necessary edits have been made, select the "Save" button before moving off of the page.** After saving, to view/print your credentials or submit applications you may select the **"Next"** button.

6. My links to CTC and other credential related web-based information are not working.

With the addition of our new online application system, all web-based links have changed. You will need to go back into our webpage to verify and update your links.

7. How does a new user create a "profile"?

When a new educator enters their SS# and DOB for the first time they receive this message to re-enter it. When you do it the second time it will start the process for creating the new educator in the system. The minimum requirement to initially create an educator profile is a first and last name and an email address.

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Payments

1. I cannot get my payment to go through.

This problem may be related to several different issues.

1. The window has opened in a new tab at the top of your browser window. Check the top of your browser window. If the tab is there, click on it to complete your payment.
2. Popup blockers may be keeping the window from opening. Please see question #2 for information about popup blockers.
3. Your web browser may be incompatible with the online system. The CTC Online web site, including Online Services for both Agencies and Educators, is **not** currently compatible with the Safari web browser. Safari is installed by default on Mac OS X. In addition, CTC Online does not currently support the iPad and other iOS devices like the iPhone and iPod touch.

2. How do I turn off my popup blockers?

It is advisable to make popup windows an exception to our webpage instead of turning them off. Please use the information listed below to access more information on popup blocker settings for the browsers compatible with CTC Online.

The CTC website, including CTC Online, fully supports the following browsers:

- Microsoft Internet Explorer (IE), versions 7, 8, 9
- Firefox 4.x and above
- Google Chrome

CTC Online is not compatible with the Safari web browser which is the default browser for many Apple products.

- **Internet Explorer** Pop-up Blocker: <http://windows.microsoft.com/en-US/Windows7/Internet-Explorer-Pop-up-Blocker-frequently-asked-questions#>
- **Firefox** Pop-up blocker settings: https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting#w_pop-up-blocker-settings
- **Google Chrome** Manage pop-ups: <http://support.google.com/chromeos/bin/answer.py?hl=en&answer=95472>



You may also access addition technical assistance from our webpage at <http://www.ctc.ca.gov/tech-help.html>

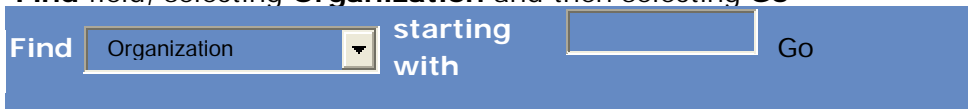
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Credential Information

1. How do I update my County of employment?

Please follow the following steps to add or update the County of Employment (County Office of Education) information:



1. Go to the Commission web site (<http://www.ctc.ca.gov>) and select the **Online Services for Educators** button
2. On the Online Services for Educators page, select the **Educator Page** button
3. Enter your **Social Security Number** and **Date of Birth** in the appropriate fields and then select the **OK** button
4. Select the **Edit** button
5. To the right of the Last Known County of Employment field, select the **pick applet icon** ()
6. A pop-up window will appear displaying all the of County Offices of Education in the State.
Note: If it does not appear, then you must change your computer setting to allow pop ups from our website. Follow the instructions provided with the popup message to add our website.
7. The information is displayed in numerical order. If you prefer, you can sort the information in alphabetical order by selecting the drop down icon () to the right of the **Find** field, selecting **Organization** and then selecting **Go**



Find starting with Go

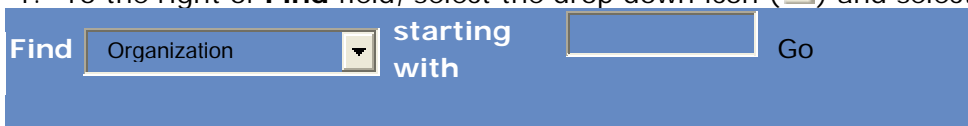
Use one of the following steps to locate the correct County Office of Education:

Alternate Step A.

1. Use the next record icon () to view the next 10 records.
2. Select the County Office of Education by clicking the arrow icon () to the far left of the row displaying the correct information.
3. Select **OK**. The selected County Office of Education will automatically populate in that field.
4. Select the **Save** button

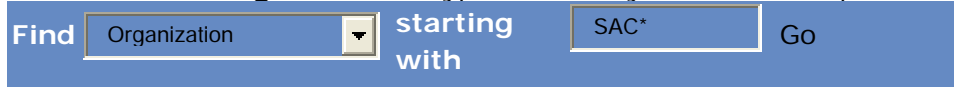
Alternate Step B.

1. To the right of **Find** field, select the drop down icon () and select **Organization**



Find starting with Go

2. In the **starting with** field, type the county name in all capital letters, such as SAC*.



Find starting with Go

3. Select **Go**

The County Office of Education will automatically populate in that field if one choice is available.

If more than one choice is available, select the County Office of Education by clicking the arrow icon (▶) to the far right of the row displaying the correct information. Select **OK**.

The selected County Office of Education will automatically populate in that field.

4. Select the **Save** button

2. How to apply for a Web application (direct – including COC and ASCC)?

From CTC main webpage at www.ctc.ca.gov, click on .

Instructions and tips on applying directly to the Commission for a credential are available at <http://www.ctc.ca.gov/credentials/online-services/pdf/web-app-tips.pdf>

Instructions and tips on applying for a Certificate of Clearance (COC) are available at <http://www.ctc.ca.gov/credentials/online-services/pdf/cc-tips.pdf>

3. How do I renew my credential?

From CTC main webpage at www.ctc.ca.gov, click on .

Instructions and tips on completing a renewal of your credential are available at <http://www.ctc.ca.gov/credentials/online-services/pdf/renewal-tips.pdf>.


Note: Some credentials may not be renewable online.

- Clear and Level II credentials must be within their last year of validity before they can be renewed.

If your credential is not available online and should be renewable, please submit a 41-REN application and \$70 fee directly to the Commission. Route the application to QC (Quality Control) in the upper right-hand corner so we can process the application as soon as possible and does not have to wait for the normal paper application processing time.



Do not use the Direct Web Application Process as this will not renew your credential!

4. How do educators access their recommended applications?

From our homepage, <http://www.ctc.ca.gov/default.html>, click on the  button. Instructions and tips on completing a recommendation of your credential are available at <http://www.ctc.ca.gov/credentials/online-services/pdf/recommend-tips.pdf>.

If a recommendation is not available when you log in, please contact the recommending agency. Do not apply through the Web Application process as the recommending institution must verify you have met the requirements by submitting the application.

5. How do I check my application status?

From CTC main webpage at www.ctc.ca.gov, click . On this next page, click  to get to the login page.

- Enter social security number and date of birth,
- Educator page will display
 - verify your profile information (name, and contact information),
 - email address required
 - click the next button

To check on the status of your application, click on the **Application** tab. Status of application(s) will display.

Processing times for application processing are available at http://134.186.81.79/fmi/xsl/CTC-processing_times/processing_times.xsl

6. If an educator begins to make an application in the web application section, leaves it pending, and then decides to cancel the application, how do they delete it?

Once the educator creates an application it cannot be deleted. The application can remain there without being submitted and will drop out of the system after 90 days. If anything needs to be edited inside the document the document can be selected, edited, saved, and submitted.

7. Is the Commission publishing aides for the educators to assist in renewing their documents?

Instructions and tips on completing a renewal of your credential are available at <http://www.ctc.ca.gov/credentials/online-services/pdf/renewal-tips.pdf>. See question #3 for additional information.

8. I am a substitute teacher trying to renew my 30 day substitute permit. I am waiting to pay, what am I doing wrong? Don't I pay at the same time as before?

To activate the renewal the applicant needs to select the "YES" button on the drop down menu in the renewals section, and then select "Renew." Make sure you are not using the Safari web browser as it is incompatible with the payment piece.

9. A teacher is trying to renew a credential online. When clicking the "submit payment" button, this error comes up. Suggestions?

We detected an Error which may have occurred for one or more of the following reasons:
An error has occurred finding your prior place in the system. Please try a new query.(SBL-DAT-00252)

This error occurs when the applicant clicks the submit payment button more than once. Have them hit the Home link in the upper right corner then start over. When the submit button is pushed this time make sure they only hit it once. A pop up window or a new tab will appear.

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Professional Fitness

1. I read the Professional Fitness Questions online and I needed to answer yes to one of the questions. I clicked on "here" to get the instructions and got a security message, "Do you want to view only the webpage content that was delivered securely?" (See below.) When I selected "yes," I was I was directed to a canceled webpage and I cannot view the instructions for the Professional Fitness Questions. What should I do?

You have several options. You will be directed to the Professional Fitness Questions instructions if you either:

- Select "no" to the security message or,
- Right click and select "open in a new window or,
- Right click and select "open in a new tab" or
- Download the instructions by going to the Commission's web site (www.ctc.ca.gov) and then clicking on the "Educator Misconduct" box at the top of the page. The link to the instructions are at the top of the page; "HOW TO COMPLETE THE CTC ONLINE PROFESSIONAL FITNESS QUESTIONS" (<http://www.ctc.ca.gov/educator-discipline/files/prof-fitness-instructions.pdf>).

If you have any further issues, or still cannot access the instructions, please email the Division of Professional Practices at CTC-PFQquestions@ctc.ca.gov.

Our CTC team is working diligently to correct the issue so you can more easily access the PFQ instructions.

2. *I thought I would be able to see Suspended Credentials?*

We are currently updating the data for all Suspension history that was served prior to the CTC Online system implementation on May 29th, 2012. If you need clarification on any suspension history available to the general public, you may email us at DPPIInfo@ctc.ca.gov, by placing SUSP HISTORY in the subject line.

3. **NEW-Definition of Valid

On the look-up screens, currently the term "Valid" displays in the Status column even if the document is expired. Because this is causing some confusion in the field, as an immediate resolution of the problem, we will be removing "valid" from the status field. You will need to look at the Issue and Expiration dates of a credential to determine if it is still valid. Some individuals may have information in the Status field that reflects an adverse action. That information will continue to be displayed. More information will follow as we continue to improve the usefulness and clarity of the system.

4. **NEW-Notice of Delay Information

The Commission will not disclose a Notice of Delay on the new CTC Online website. The law requires that all Commission investigations are confidential. Identifying an applicant if there is a delay due to an investigation would violate an applicant's right to a confidential investigation. The Division of Professional Practices will continue to disclose these delay actions to each agency that issues a Temporary County Certificate using its current email notification process as required by section 44332 of the Education Code.

5. **NEW-Suspend History Tab

The "Suspend History" tab was temporarily removed from all of the Commission's CTC Online website look up screens. Commission staff is currently making enhancements to the system in order to display suspension history for all credential holders who have had a license suspended and will send an alert in the future when this task has been completed and the suspend history tab has been restored.

Suspended documents can be viewed on the "Current" and/or "All" Document tabs under the "status" field, which will indicate the document's current status, including whether a document is suspended. The Adverse and Commission Action Indicator (red flag) will continue to display and alert the public to all other adverse actions taken by the Commission.

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Printing

1. *What happens when pressing the Email Document button?*

Pressing the Email Document button sends an email to the Educator with a PDF attachment of the document which is then available for printing.

2. *How do I print my document?*

<http://www.ctc.ca.gov/credentials/online-services/pdf/ctc-online-print-document.pdf>

3. How can I print the document details to submit to my employer?

<http://www.ctc.ca.gov/credentials/online-services/pdf/ctc-online-print-document.pdf>

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Recommends

1. Reviewing a recommendation.

The educator is responsible for reviewing all of the details on their recommendation by clicking on the hyperlink on the document. If you notice an error such as a missing authorization or an incorrect issue date, the application can be returned to the submitter prior to completing payment.

2. How will the recommendation be returned for correction?

If you have not paid for the recommendation, you can return it to the recommender with a reason for the change. You would click on the **Return Application to Authorized Agency** button and give a reason as to why you are returning the application.

3. How do I pay for my recommend?

From CTC main webpage at www.ctc.ca.gov, click . On this next page, click



to get to the login page.

- Enter social security number and date of birth,
- Educator page will display
 - verify your profile information (name, and contact information),
 - email address required
 - click the next button

Under the Recommend section, all recommends will display:

- select > the document you wish to complete
- from the drop down select "yes" to confirm your selection
- click the **Complete** button
- Answer all the professional fitness questions
- Proceed through the payment process.

Before continuing to the next part, be sure to turn off all popup blockers.

ONLY CLICK PROCEED TO PAYMENT ONCE!

4. When reviewing my file, can I click on a given document and see the details of that document?

You may click on the hyperlinks to view the details of each document.

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Email

1. What emails are sent by the new CTC Online system and what will they look like?

We are currently having some problems with some emails going out. What follows is how the emails should and will be working:

- a. **An email similar to the information below will be sent to the educator once the recommendation has been completed and submitted.**

From: donotreply@ctc.ca.gov [mailto:donotreply@ctc.ca.gov]

Sent: Friday, May 18, 2012 12:07 PM

To: Educator

Subject: CTC Notice - Recommendation for New Document

This email has been sent from an automated system. PLEASE DO NOT REPLY.

Dear Educator,

You have been recommended for the following document.

Document: Single Subject Teaching Credential

Term: Internship

Issuance: 01/01/2012

Authorizations, if applicable, will be in the recommendation view once you enter the website

In order to complete the application process, you must take the following steps by 08/15/2012. If you do not complete these steps by 08/15/2012 your application will be cancelled:

1. Proceed to
2. When prompted, enter date of birth and social security number to prove identity
3. Complete the online application
4. Pay the document fee using Visa, or MasterCard debit or credit card

When completed, the application form and fee will be sent to the California Commission on Teacher Credentialing, which reserves the final authority to grant or deny a document. This email does not verify academic or professional fitness eligibility for certification and should not be used as such for employment. You will be notified if you are required to take additional steps to verify professional fitness eligibility. The status of your application is available to you and your potential employer directly through the Commission's website at (secured search link). If you qualify for issuance of the document, you will receive a subsequent email Notification of Document Issuance. This email will contain a link where the online official record of your document may be viewed by you and your potential employer.

Reference: Education Code Section 44320(d); Title 5, California Code of Regulations, Sections 80028, 80487, and 80001.

Certified by: Test Tester

This message contains information from CTC that may be confidential or privileged. If you are not the intended recipient, be aware that any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited by law. If you received this message in error, please notify the CTC at credentials@ctc.ca.gov and delete the material from any computer.

- b. The email notifying educators of a profile change is sent when a new file is created or if the name or email address has been updated.**

From: donotreply@ctc.ca.gov [mailto:donotreply@ctc.ca.gov]

Sent: Wednesday, March 14, 2012 1:28 PM

To: Educator

Subject: CTC Notice - Contact Profile Changed

This email has been sent from an automated system. PLEASE DO NOT REPLY.

Dear Educator,

Your contact profile for CTC Online services has been changed.

Date of change: 03/14/2012 13:27:28

IMPORTANT: If you did not initiate this change, please contact credentials@ctc.ca.gov immediately.

This message contains information from CTC that may be confidential or privileged. If you are not the intended recipient, be aware that any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited by law. If you received this message in error, please notify the CTC at credentials@ctc.ca.gov and delete the material from any computer.

- c. **If the educator notices an error on their recommendation, they can request a correction. An email similar to the following will be sent to the authorized submitter.**

From: cctcnotification@ctc.ca.gov [mailto:cctcnotification@ctc.ca.gov]

Sent: Friday, October 28, 2011 10:34 AM

To: Educator

Subject: CTC Notice - Recommendation Change(s) Requested

This e-mail has been sent from an automated system. PLEASE DO NOT REPLY.

Dear User3 CSUN

BLUUU BLA has requested changes to the recommendation for:

Document: Administrative Services Credential

1. BLUUU BLA has indicated that the following needs to be changed:

Return to sender. I don't like this cred.

2. If appropriate, please update the recommendation and resubmit it. The educator has indicated that he or she may be contacted as follows if you need further clarification of the educator's concern:

educator@ctc.ca.gov

This message contains information from CTC that may be confidential or privileged. If you are not the intended recipient, be aware that any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited by law. If you received this message in error, please notify the CTC at credentials@ctc.ca.gov and delete the material from any computer.

- d. **If the educator applies for a document through our online direct system they will receive an email and attachment similar to the following:**

From: donotreply@ctc.ca.gov [<mailto:donotreply@ctc.ca.gov>]

Sent: Friday, March 30, 2012 11:10 AM

To: Educator

Subject: CTC Notice - Application Completed

This email has been sent from an automated system. PLEASE DO NOT REPLY.

Dear Educator,

This email verifies that the Commission On Teacher Credentialing received your application on 03/30/2012 for the following document:

Document:

Crosscultural, Language and Academic Development Certificate - , Issued on 03/30/2012

This email does not verify academic or professional fitness eligibility for certification and should not be used as such for employment. You will be notified if you are required to take additional steps to verify professional fitness eligibility. The status of your application is available to you and your potential employer directly through the Commission's website at (secured search link). If you qualify for issuance of the document, you will receive a subsequent email Notification of Document Issuance. This email will contain a link where the online official record of your document may be viewed by you and your potential employer.

Reference: Education Code Section 44320(d); Title 5, California Code of Regulations, Sections 80028, 80487, and 80001.

Questions regarding your payment should be made to your financial services provider.

This message contains information from CTC that may be confidential or privileged. If you are not the intended recipient, be aware that any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited by law. If you received this message in error, please notify the CTC at credentials@ctc.ca.gov and delete the material from any computer.



Attachment.PDF

- e. **If the educator clicks a button to request a printable document they will receive an email and attachment similar to the following:**

From: donotreply@ctc.ca.gov [<mailto:donotreply@ctc.ca.gov>]

Sent: Friday, May 25, 2012 12:21 PM

To: Educator

Subject: Teaching Credential - Printable Copy

This e-mail has been sent from an automated system. PLEASE DO NOT REPLY.

Dear Educator,

Please find the attached printer-friendly version of your credential.

 This message contains information from CTC that may be confidential or privileged. If you are not the intended recipient, be aware that any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited by law. If you received this message in error, please notify the CTC at credentials@ctc.ca.gov and delete the material from any computer.



Attachment.PDF

- f. **Once payment has been completed the educator will receive an email similar to the following:**

From: DoNotReply@VitalChek.com [mailto:DoNotReply@VitalChek.com]

Sent: Wednesday, May 23, 2012 10:39 AM

To: Educator

Subject: Your Authorized Payment Receipt

Payment Date:	05/23/ 2012 12:38 PM	Payment Status:	AUTHORIZED
Confirmation Number:	50002 038		
Payment Method:	Credit Card (MASTERCARD) *****0248		
Bill To:	n n 9 9 Sacramento, CA - 95814 United States of America		
Payment Towards	Amount	ID	
CTC Document	\$57.00	1-1HJ4XM Standard Restricted Special Education Teaching Credential	
<hr/>			
<hr/>			
Total Amount	\$57.00		

Your payment was made through paymentsolutions.lexisnexis.com, one of the LexisNexis VitalChek Network Inc. portals.

For payment support, please send an email to paymentsolutions@lexisnexis.com.

The information contained in this e-mail message is intended only for the personal and confidential use of the recipient(s) named above. This message may be an attorney-client communication and/or work product and as such is privileged and confidential. If the reader of this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, distribution, or copying of this message is strictly prohibited. If you have received this communication in error, please notify us immediately by e-mail, and delete the original message.

g. **NEW-The educator will receive the following email after completing the recommendation and completing payment.

From: donotreply@ctc.ca.gov [<mailto:donotreply@ctc.ca.gov>]
Sent: Friday, May 25, 2012 12:21 PM
To: Educator
Subject: CTC Application Received Email

This e-mail has been sent from an automated system. PLEASE DO NOT REPLY.

Dear Educator,

This email verifies that CTC received your application on May 25, 2012:

This does not verify academic or professional fitness eligibility for issuance of this document. If you answered yes to any professional fitness questions requiring additional documentation, CTC must receive that information within 30 calendar days, or your application may be rejected.

Your application status can be viewed at www.ctc.ca.gov.

Reference: Education Code Section 44320(d); Title 5, California Code of Regulations, Sections 80028, 80487, and 80001.

This message contains information from CTC that may be confidential or privileged. If you are not the intended recipient, be aware that any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited by law. If you received this message in error, please notify the CTC at credentials@ctc.ca.gov and delete the material from any computer.

h. **NEW-Educator 30 day reminder message

From: donotreply@ctc.ca.gov [<mailto:donotreply@ctc.ca.gov>]
Sent: Monday July 2, 2012 12:21 PM
To: Educator
Subject: CTC Notice – 30 Day Reminder to Complete Pending Application

This e-mail has been sent from an automated system. PLEASE DO NOT REPLY.

Dear Educator,

This is a reminder for you to complete a recommended application for:

Document: Single Subject Teaching Credential

Term: Internship

Issuance: 06/01/2012

Authorizations, if applicable, will be in the recommendation view once you enter the website

In order to complete the application process, you must take the following steps by [CTC 30 Day Reminder]. If you do not complete these steps by [CTC 30 Day Reminder] your application will be

cancelled:

1. Proceed to
https://educator.ctc.ca.gov/esales_enu/start.swe?SWECmd=GotoView&SWEView=CTC+Educator+Login+View+Web
2. When prompted, enter date of birth and social security number to prove identity
3. Complete the online application
4. Pay the document fee using Visa, or MasterCard debit or credit card

When completed, the application form and fee will be sent to the California Commission on Teacher Credentialing, which reserves the final authority to grant or deny a document. This email does not verify academic or professional fitness eligibility for certification and should not be used as such for employment. You will be notified if you are required to take additional steps to verify professional fitness eligibility. The status of your application is available to you and your potential employer directly through the Commission's website at (secured search link). If you qualify for issuance of the document, you will receive a subsequent email Notification of Document Issuance. This email will contain a link where the online official record of your document may be viewed by you and your potential employer.

Reference: Education Code Section 44320(d); Title 5, California Code of Regulations, Sections 80028, 80487, and 80001.

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i. **NEW-Educator 60 day reminder notice

From: donotreply@ctc.ca.gov [<mailto:donotreply@ctc.ca.gov>]
Sent: Monday July 2, 2012 12:21 PM
To: Educator
Subject: CTC Notice – 60 Day Reminder to Complete Pending Application

This e-mail has been sent from an automated system. PLEASE DO NOT REPLY.

Dear Educator,

This is a reminder for you to complete a recommended application for:

Document: Single Subject Teaching Credential

Term: Internship

Issuance: 06/01/2012

Authorizations, if applicable, will be in the recommendation view once you enter the website

In order to complete the application process, you must take the following steps by [CTC 60 Day Reminder]. If you do not complete these steps by [CTC 60 Day Reminder] your application will be cancelled:

1. Proceed to
https://educator.ctc.ca.gov/esales_enus/start.swe?SWECmd=GotoView&SWEView=CTC+Educator+Login+View+Web
2. When prompted, enter date of birth and social security number to prove identity
3. Complete the online application
4. Pay the document fee using Visa, or MasterCard debit or credit card

When completed, the application form and fee will be sent to the California Commission on Teacher Credentialing, which reserves the final authority to grant or deny a document. This email does not verify academic or professional fitness eligibility for certification and should not be used as such for employment. You will be notified if you are required to take additional steps to verify professional fitness eligibility. The status of your application is available to you and your potential employer directly through the Commission's website at (secured search link). If you qualify for issuance of the document, you will receive a subsequent email Notification of Document Issuance. This email will contain a link where the online official record of your document may be viewed by you and your potential employer.

Reference: Education Code Section 44320(d); Title 5, California Code of Regulations, Sections 80028, 80487, and 80001.

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j. **NEW-Educator 90 day expiration of recommended application.

From: donotreply@ctc.ca.gov [<mailto:donotreply@ctc.ca.gov>]
Sent: Monday July 2, 2012 12:21 PM
To: Educator
Subject: CTC Notice – Expiration of Recommended Application

This e-mail has been sent from an automated system. PLEASE DO NOT REPLY.

Dear Educator,

Your pending recommendation submitted by [CTC Recommending Agency] for [CTC Document Title] initiated on [CTC Authorized Agency Submit Date] expired on [CTC 90 Day Reminder] and was purged from the online system. If you wish to pursue this document, you must contact your recommending agency for additional instructions.

For information on how to submit a different application, visit the Commission on Teacher Credentialing Website www.ctc.ca.gov.

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k. **NEW-Educator notification that a document is available for renewal.

From: donotreply@ctc.ca.gov [<mailto:donotreply@ctc.ca.gov>]
Sent: Monday July 2, 2012 12:21 PM
To: Educator
Subject: CTC Notice – Document Renewal Availability Notice

This e-mail has been sent from an automated system. PLEASE DO NOT REPLY.

Dear Educator,

This is to notify you that a document is available for renewal:

Document: [Document Title]

Term: [Document Term]

Issuance: [Issue Date]

Category: [Document Category Description]

Authorizations, if applicable, will be in the recommendation view once you enter the website

In order to complete the application process, you must take the following steps by [CTC Order Entry - Orders Web.CTC 30 Day Reminder]. If you do not complete these steps by [CTC Order Entry - Orders Web.CTC 30 Day Reminder], your application will be cancelled:

1. Proceed to
https://educator.ctc.ca.gov/esales_enu/start.swe?SWECmd=GotoView&SWEView=CTC+Educator+Login+View+Web

2. When prompted, enter date of birth and social security number to prove identity

3. Complete the online application

4. Pay the document fee using Visa, or MasterCard debit or credit card

When completed, the application form and fee will be sent to the California Commission on Teacher Credentialing, which reserves the final authority to grant or deny a document. This email does not verify academic or professional fitness eligibility for certification and should not be used as such for employment. No additional steps are necessary to complete the professional fitness eligibility; the review will be conducted by the Commission. The status of your application is available to you and your potential employer directly through the Commission's website at (secured search link). If you qualify for issuance of the document, you will receive a subsequent email Notification of Document Issuance. This email will contain a link where the online official record of your document may be viewed by you and your potential employer.

Reference: Education Code Section 44320(d); Title 5, California Code of Regulations, Sections 80028, 80487, and 80001.

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